



CONTRACT ADMINISTRATION
NEWSLETTER OF THE
INDIANA HOUSING FINANCE AUTHORITY
AND INDIANA QUADEL



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As we prepare to begin the fourth year of Performance Based Contract Administration in Indiana, we want to thank you for your contribution to affordable housing. We believe that the partnership between HUD, IHFA, INQ and you, the owners and agents, has successfully ensured compliance with Federal Regulations and maintained affordable housing for Indiana residents.

As you know, each year we assign new territories to Program Compliance Specialists for the performance of Management and Occupancy reviews. Our plan for the next program year is to expand the number of territories and Program Compliance Specialists from six to eight. The apportionment and schedule effective October 1, 2003, will be published in our next newsletter.

In addition to expanding the number of specialists, Richard Cronin, the Physical Compliance Manager, plans to occasionally assist this team by doing the physical walk-through and conducting the interview.

There is a proposed, revised, HUD Form 9834 which was published for comment this summer. The comment period ended at the end of July. If this format is adopted in its entirety, the on-site review process may be more extensive than your current experience. We will keep you apprised of the status of this potential change.



INDIANA AFFORDABLE HOUSING CONFERENCE

The Thirteenth Annual Indiana Affordable Housing Conference will be held October 6th and 7th, at the Indiana Convention Center. Details will be posted on the IHFA Web site as they come available.



PHYSICAL INSPECTIONS

The physical inspection protocol changed effective November 1, 2002. All REAC inspections with scores under 60 posted

since that date are the responsibility of the local HUD office.

It is the responsibility of the local HUD office to review the property specifics and either work directly with the owner to affect the needed corrections or refer the property to the Department's Enforcement Center.

The Performance Based Contract Administrator no longer has a role in these inspections, other than to ensure that any Exigent Health and Safety issues are mitigated within 3 business days of the inspection citation.

At the end of June, there had been twenty-three REAC inspection scores on properties under Performance-Based Contract Administration. We commend you on these results:

10 Properties scored between 91 & 100
11 Properties scored between 81 & 90

1 Property scored between 71 & 80
1 Property scored less than 60, requiring the involvement of the local HUD office due to the current protocol.



SURVEYS

Since the beginning of 2003, Indiana Quadel has been seeking your opinion of our service by distributing Customer Surveys. Our return rate has been very high and the results gratifying.

The questions allowed the reader to rate our performance on a scale of 1 to 5 with **5 being the highest possible rating.**

The surveys returned during the period from February through June reflected the following results:

Management and Occupancy Reviews

112 returned with an Overall rating of 4.77

Contract and Funding Renewals

52 returned with an Overall rating of 4.68

Special Claims Processing

34 returned with an Overall rating of 4.59

Monthly HAP Voucher Processing

83 returned with an Overall rating of 4.76

We appreciate your feedback and plan to continue the distribution of these surveys.



REVISED 4350.3 HANDBOOK

On June 17, 2003, HUD issued HUD Handbook 4350.3 REV-1, Occupancy Requirements of Subsidized Multifamily Programs. This is the first major revision of the handbook since it was originally issued in 1981. The handbook is available on-line at www.hudclips.org.

On August 6th, a complimentary one-day update session will be held in Indianapolis by Quadel Consulting. Each owner and

management agent was issued a written invitation to send one representative per contract.

The anticipated changes to Special Claims submissions were not included in the released Handbook. Until HUD issues an update, you should continue to use the old requirements along with the checklist provided by Indiana Quadel.

The updated Special Claims submission requirements will be posted at www.hudclips.org and the TRACS Announcements page at <http://www.hud.gov/offices/hsg/mfh/trx//trxsu m.cfm>, following OMB approval.



RESIDENT CONCERNS

Handling calls from Residents regarding their concerns is one of the most important things we do. These calls include such issues as requests for clarification on rent calculation and HUD regulations or requests for assistance with maintenance issues.

Since October 1, 2002, Indiana Quadel has assisted in 217 (as of 7/7 171 RC, 3 LTHS, 43 NLTHS) calls from residents. 171 of these were regarding non-maintenance issues.

We appreciate the prompt assistance given to us by the on-site staff. We believe that there are many times that issues are brought to our attention before being brought to the attention of site management and wish to assure you that our first priority is to facilitate direct communication between the resident and the site management.

Occasionally residents contact their elected congressional representatives for assistance. We have handled 7 inquiries through congressional representatives during this contract year. As with the other types of resident concerns, there are times that the resident has not discussed their concern with site management or our office

before contacting their elected representatives.



NEWS FLASH –

As this newsletter was going to press, the Contract Renewal forms were posted on www.hudclips.org. The OCAF rent adjustment worksheets (HUD-9625) and renewal worksheet forms (HUD-9624) are available from this website.